



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ADMINISTRATIVE SECRETARY III
ADMINISTRATIVE SECRETARY IV

Class No. 002758
Class No. 002759

■ CLASSIFICATION PURPOSE

To serve as confidential secretary to a County Executive Manager including Deputy Chief Administrative Officers, Elected officials, Department Directors, Assistants or Deputy Directors, Central Management and CAO Staff Office Directors and Assistants, and Special District Directors.

■ DISTINGUISHING CHARACTERISTICS

Administrative Secretary III:

Under administrative direction, this class is responsible for providing personal and confidential secretarial assistance to: 1) Directors of small to medium-size departments; 2) Assistant/Deputies of Elected Officials, Central Management Office Directors, or Directors of large departments; or 3) Directors of CAO Staff Offices.

Administrative Secretary IV:

Under administrative direction, this class is responsible for providing personal and confidential secretarial assistance to Deputy Chief Administrative Officers, Elected Officials, Directors of Central Management offices, and Directors of large and complex departments.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Sorts, screens, and routes mail.
2. Replies to a variety of correspondence.
3. Composes letters with or without instruction.
4. Screens incoming telephone calls.
5. Schedules appointments for the executive and arranges conferences/speaking engagements.
6. Answers routine inquiries and provides information concerning the department's programs and services.
7. Types forms, reports, letters, memoranda, legislation, rosters, budgets, statistical data, charts, graphs, tables, and agendas; transcribes minutes of meetings.
8. Establishes and maintains administrative, personnel, confidential files and record keeping systems using computer applications that include the use of electronic mail, word processing, spreadsheet and databases.
9. Collects, compiles, and summarizes statistical and financial data and prepares reports.
10. Performs confidential and personal secretarial services including making travel arrangements, attending meetings on behalf of the executive, maintaining assignment controls, distributing routine work to lower level managers, and relieving the executive of routine administrative details.
11. Develops and/or revises office, clerical and secretarial procedures and implements approved changes.
12. May supervise the work of subordinate staff.

13. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to both classes:

- A wide variety of typing layouts and formats.
- Filing systems, including alphabetical, chronological, numerical, and subject area.
- Record keeping and clerical monitoring procedures.
- Business English including spelling, punctuation, grammar, capitalization, and word usage.
- The operation and use of office equipment including typewriters, word processors, personal computers, copiers, calculators, and dictation machines.
- The organizational structure of the County of San Diego.
- Related rules, policies, and manuals of the County.
- Modern office procedures.
- Basic principles of supervision.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

The following apply to both classes:

- Use electronic mail systems.
- Use word processing, spreadsheet and other computer application programs and equipment in the production of work.
- Type with speed and accuracy.
- Compose correspondence and routine reports.
- Proofread and review work for accuracy, correctness, and completeness.
- Maintain confidentiality of sensitive information.
- Compile and summarize financial, statistical, and other data.
- Assign, review and evaluate work of clerical employees.
- Monitor, prioritize, and route mail.
- Communicate effectively in oral and written form.
- Interact effectively with all levels of County staff, representatives from outside agencies, and the public in a diplomatic manner.
- Read, understand, follow, and explain to others policy and procedure.
- Make arithmetic calculations.
- Access and utilize data from a computerized record keeping system.
- Operate a wide variety of modern office equipment.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Administrative Secretary III:

1. Three years of secretarial experience performing a wide range of personal and confidential secretarial duties OR at least one year of experience as an Administrative Secretary II for the County of San Diego.

Administrative Secretary IV:

1. Four years of secretarial experience performing a wide range of personal and confidential secretarial duties OR one year of experience as an Administrative Secretary III for the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

None Required

Certification/Registration

An original unaltered typing certificate for at least 50 net WPM with a maximum of 5 errors must be attached to the application. The certificate must state that the typing test was for at least five (5) minutes with two (2) gross words penalty for each error. Certificates must be no more than two (2) years old.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: June 30, 1979

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Variable Entry: Y
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